



WARRANTY BULLETIN

TO: Dealer Principal, Service Manager,
Service Advisor, and Warranty Claims
Administrator

NO: D-19-29

DATE: December 18, 2019

SUBJECT: (X81) Leather Instrument Panel
Top Pad Delaminating – 2011 - 2014 Jeep
Grand Cherokee (WK)

FOR: All U.S. Dealers
All U.S. Business Centers

PURPOSE:

To announce a warranty extension on the **Leather Instrument Panel Top Pad** on the following vehicles:

- 2011 – 2014 Jeep Grand Cherokee (WK)

NOTE: This warranty extension coverage period is **6 Months / Unlimited mileage** from the **Warranty Bulletin** notification for vehicles already out of the **3 year / 36,000 mile** warranty period.

TIMING:

Effective Immediately

ACTION:

Always check *DealerCONNECT* or *WiADVISOR VIP* to verify if a vehicle is involved in a warranty extension. A vehicle involved in this warranty extension will display an **(X81) Leather IP Pad** message in VIP. If no (X81) coverage message displays in VIP, the vehicle is not in the scope of this warranty extension and no further action is required on your behalf.

All technicians are required to familiarize themselves with Service Bulletin 23-036-19 before replacing the Leather Instrument Panel Top Pad on select vehicles. This Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the Leather Instrument Panel Top Pad.

The Global Claim System (GCS) will honor the warranty extension coverages on the standard warranty labor operation number(s).

Refer to Service Bulletin 23-036-19 for Part and LOP information.





ADDITIONAL INFORMATION:

If a customer has already experienced this specific condition and paid to have it repaired, please direct them to www.fcarecallreimbursement.com to submit their reimbursement request online. Customers can also mail their original receipts and / or other adequate proof of payment to the following address for reimbursement consideration:

FCA US LLC Customer Care
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attention: Reimbursement

Customers with questions or concerns about this issue are advised to contact their dealership. In the event further assistance is necessary, customers should be advised to contact Customer Care at the following:

- Jeep Brand Vehicles: 1.877.426.5337 or 1.877.IAM.JEEP

Please ensure that all affected dealership personnel are aware of this bulletin.

WARRANTY OPERATIONS

FCA US LLC reserves the right to change any or all of the rules set forth in the Dealer Policy Manual and the Warranty Administration Manual by means of Warranty Bulletins and also by making the amended manual available to you on DealerCONNECT.

